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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Benjamin P. Davenport, et al.,)

Serial No.: 10/005,636)

Filed: December 3, 2001)

Title: SERVICE QUALITY
MONITORING SYSTEM AND
METHOD)

Attorney Docket No.: MFCP.89120

Examiner:

Art Unit: 2183

**CERTIFICATE OF MAILING
37 C.F.R. 1.8**

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as First Class Mail, postage prepaid, in an envelope addressed to: Drawing Processing Branch, Assistant Commissioner for Patents, Washington, D.C. 20231, on:

1/22/02
Date

Jeanne Smith
Signature

TRANSMITTAL OF SUBSTITUTE DRAWINGS

Assistant Commissioner for Patents
Washington, D.C. 20231
ATTN: Drawing Processing Branch

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Dear Sir:

Informalities in the drawings for the above-identified application were noted in a Notice to File Corrected Application Papers mailed on December 31, 2001. In that notice, substitute drawings were required. In response to the requirement for substitute drawings, a new set of drawings (10 sheets) is submitted herewith.

It is respectfully requested that the new set of drawings appended to this communication be accepted and entered in the subject application as a replacement for the original

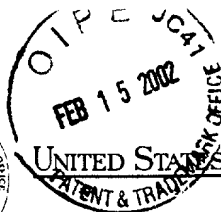
set of drawings (10 sheets) filed with the application. In this letter regard, it is submitted that the informalities noted in the Notice to File Corrected Application Papers have all been addressed in preparing the appended new set of drawings.

Respectfully submitted,



Daniel W. Shinn
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/005.636	12/03/2001	Benjamin P Davenport	MFCP 89120

CONFIRMATION NO. 8244

FORMALITIES LETTER



OC000000007241567

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1200 Main Street
Kansas City, MO 64105-2118

Date Mailed: 12/31/2001

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

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Initial Patent Examination Division (703) 308-1202

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